

September 2, 2016

**IMPORTANT INFORMATION REGARDING YOUR
CENTURYLINK VOICEMAIL SERVICE**

PLEASE NOTE THE IMPACT OF THIS SERVICE ENHANCEMENT

Name
Address
City, State, Zip

Dear CenturyLink Customer,

As part of our commitment to provide reliable, state-of-the-art service, CenturyLink will be performing an upgrade to its Voice Mail system overnight **on Wednesday, October 5, 2016 and will be completed by 6:00 AM**. This change will affect your service in the following ways:

Existing Voice Mail service:

- Your existing Voice Mail service will be non operational from just after midnight until 6:00 AM on Wednesday, October 5.
- Following conversion, the messages in your old Voice Mailbox (those which you received prior to Wednesday, October 5) will not transfer to your new Voice Mail, but they will be available for 30 days.

Please be sure to call (See below) to access old messages. After 30 days, those messages will be automatically deleted.

New Voice Mail service:

- In order to receive new messages, you will need to activate your new Voice Mail service on or after September 2.
- Your current greetings will not transfer to your new Voice Mail service; therefore, you will also need to re-establish your greetings when you activate your new Voice Mail service.
- *Once established, the new greetings will remain after the October 5 conversion.*

You may set up your new Voice Mail service using the following steps:

Step 1: From the phone number on which you are establishing Voice Mail service, dial the following access number: **1-877-863-7724**.

Step 2: Follow the prompts to create your new Personal Identification Number (PIN).

- PIN must have 4 to 10 digits and should not begin with the number "0".
- You are only allowed one PIN. If the Voice Mail service is used by more than one person, agree on a PIN before you set it up.
- For ease of transition, you may use your current Voice Mail password.

Step 3: Follow the prompts to name the mailbox and to record your personal greetings.

Step 4: Set up extensions for Family or Group Voice Mail. See link for user guides below.

For help setting up your Voice Mail service, please contact:

- **CenturyLink Repair - Business:** 1-800-786-6272
- **Residential:** 1-800-788-3600

User Guides: www.centurylink.com

- **Business:** Click Home, then Support, under Calling Features click Setting up your voicemail
- **Residential:** Click Home, then Support, under Calling Features click Setting up your voicemail

For all other inquiries, please contact **CenturyLink Customer Care:**

- **Business:** 1-800-201-4102
- **Residential:** 1-800-201-4099

We are excited to provide you with this enhanced Voice Mail service. Thank you for choosing CenturyLink for your communication needs—we value you as our customer.

Letter Versions with 30 Day Numbers and Exchanges included:

Rice Lake	715 234-2081	Barron, Birchwood
Boyceville	715 643-2441	Colfax, Glenwood City, Knapp, Sarona, Wheeler
Centuria	715 485-3360	Balsam Lake, Dresser, Osceola, St Croix Falls
Elk Mound	715 879-4266	
Elmwood	715 639-2112	
Hayward	715 634-0860	
Pepin	715 442-2007	Maiden Rock, Plum City
Shell Lake	715 468-1380	
Springbrook	715 865-2062	Stone Lake
Spider Lake	715 462-3226	